

## ABSTRACT

A management system for an information communications network system is provided which will allow an information communication service provider to obtain information about the quality of communication services to customers through managing the time over which an information communications network system is affected by a problem. A management system (10) for an information communications network system according to the present invention comprises means (12) for recording a problem start time of the information communications network system, means (14) for recording a time of contact made to a customer by a monitor center (30) after the problem has been resolved, and means (16) for computing a problem duration time from the problem start time and from the time of contact to the customer.